

Attachment J-12

Quality Assurance Surveillance Plan

The Governments Surveillance and Quality Assurance Plan (Plan) establishes the procedures the Contracting Officer, (CO) Contracting Officers Representative, (COR) and Alternate Contracting Officers Representative, (ACOR) will use to ensure the contract is properly monitored and the contractor is performing at optimum level. A Tiered Deduction Schedule is established describing deductions applied to any performance deficiencies identified.

The contractor's performance in all areas identified in the SOW shall be monitored for Quality, Timeliness, and Documentation in the specific areas of Business Management, Technical, Operations and Safety and Environmental. COR and/or ACOR shall notify the CO of any significant problems noted or situations where the CO should notify the contractor that corrective action is needed, including any instances where performance has not met acceptable levels for any requirement.

The primary method of Surveillance by the Government will be a random sampling of tasks. On-site surveillance will be performed by the Facilities Operation Specialists (FOS). Customer Surveys, CMMS reports, financial reports, field surveillance, documentation and various deliverables per the SOW will be utilized in determining deductions per the Deduct Schedule.

A list of appointments shall be provided to the contractor identifying the CO, COR, ACOR and FOS. The list identifies the Government personnel assigned to monitor the contractor's performance in the designated functions as described in the SOW. The CO, COR and ACOR will maintain communication with the contractor through formal and informal discussions to review progress and identify problems throughout the contract term. The COR and ACOR will choose the appropriate number of sample tasks (PM's, PGM's, and IDIQ) to be evaluated by the FOS's. The government will decide to vary the number of tasks evaluated based on resultant scores of previously evaluated tasks, the quantity of tasks scheduled during the evaluation period and/or workload. After completion of each selected PM or task, the FOS will evaluate the selected tasks as either "Pass" or "Fail" on the Evaluation Work Sheet. A copy of all Evaluation Work Sheets will be provided to the Contractor by the COR on a monthly basis and prior to the Quality Assurance Assessment Meetings (QAAM). Unscheduled inspections may be conducted on any task. Monthly QAAM meetings will be conducted between Government personnel and Contractor management personnel in order to discuss all significant aspects of contract performance. The discussions will address strong and weak points, significant issues, problems and concerns, and any deficiencies deemed pertinent to effective contract performance. The discussions will include the determination of deductions applied as a result of noted deficiencies identified on the CMMS reports and Quality Assurance Worksheets completed by the FOS's. Work completed by the contractor rated as Fail will be allowed an opportunity for rework when practical and must be initiated by the Contractor within 24 business hours of notification. A re-evaluation will be performed by the FOS and results will be included in the Monthly QAAM

report. Payment deductions for work requirements receiving a Failed evaluation will be reported to the Contracting Officer (CO). The CO will complete the contract Deduction process and adjust the Contract Value accordingly. The ratings will be used to complete the annual Contractor Performance Assessment Reporting System (CPARS) contract evaluation. Minutes of each meeting will be maintained by the COR in the contract file. The Plan may be changed at any time during the evaluation period. The (CO) will notify the contractor of the changes and effective date.

Deduct Schedule Criteria

Range of Deduction

100% - 95%	-	No Deduct
94% - 84%	-	Level 1 Deduct (\$500)
83% - 77%	-	Level 2 Deduct (\$1000)
76% - 70%	-	Level 3 Deduct (\$3000)
Below 70%	-	Level 4 Deduct (\$5,000)

Fixed Deduction Value (each occurrence)

Level 1 Deduct (\$500)

Level 2 Deduct (\$1000)

Level 3 Deduct (\$3000)

Level 4 Deduct (\$5,000)

See Spreadsheet of Deduct Requirements